Inventor's Signature



ATTORNEY DOCKET NO. 20990041US

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

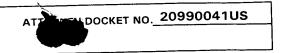
My residence/post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a

patent is sought on th	e inventi AND CO	on entitled: MPUTER PROGRAM	PRODUCT FOR PRO	VIDING A REMOTE SUPPORT		
SERVICE						
the specification of w	hich is a	ttached hereto unless	the following box is ch	necked:		
() was filed on _ Number	and	as US Appl was amended on	lication Serial No. or Po	CT International Application pplicable).		
including the claims	as amer	ided by any amendme	od the contents of the ent(s) referred to above ility as defined in 37 C	e above-identified specification, ve. I acknowledge the duty to CFR 1.56.		
Foreign Application(s) and/	or Claim of	Foreign Priority				
inventor(s) certificate listed	d below and	s under Title 35, United S I have also identified below on on which priority is clain	any foreign application for	any foreign application(s) for patent or patent or inventor(s) certificate having a		
COUNTRY		APPLICATION NUMBER	DATE FILED	PRIORITY CLAIMED UNDER 35 U.S.C. 119		
ļ		EP 00100505.7	11 JAN. 2000	YES: X NO:		
EUROPE		EP 00 100303.7	11 JAN. 2000	YES: NO:		
Provisional Application						
I hereby claim the benefit below:	under Title	e 35, United States Code S	Section 119(e) of any Unite	ed States provisional application(s) listed		
	A	PPLICATION SERIAL NUMBER	FILING DATE			
U. S. Priority Claim	<u> </u>			d States application(s) listed below and,		
information as defined in	Title 37, Co	ode of Federal Regulations, sternational filing date of this	Section 1.56(a) which occu	knowledge the duty to disclose material urred between the filing date of the prior		
APPLICATION SERIAL NU	JMBER	FILING DATE	STATUS (patented/pending/abandoned)			
POWER OF ATTORNEY: As a named inventor, I business in the Patent and	hereby app	point the following attorne k Office connected therewit	y(s) and/or agent(s) to pro h:	osecute this application and transact all		
			Place Customer			
Custom	er Numbe	or 022879	Number Bar Code Label here			
			Direct Telepho	ne Calls To:		
Paul D. Greeley, E Ohlandt, Greeley, I One Landmark Squ	Ruggiero	& Perie, LLP	PAUL D. GREE			
Stamford, CT 069	01-2682	11001	(203) 327-450	00		
made on information the knowledge that or both under Section	n and be willful fa ion 1001	lief are believed to be ilse statements and th of Title 18 of the Un	true; and further that i le like so made are pu	e are true and that all statements these statements were made with nishable by fine or imprisonment, that such willful false statements n.		
Full Name of Inventor:	FRIEDEM	ANN ULMER	Citizenship:	DE		
Residence:	JETTING	GEN, GERMANY				
Post Office Address:		LEMBERGER STR. 20, D-71131 JETTINGEN, GERMANY				

Date





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Inventor's Signature		Date					
•							
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	GULTLINGEN, GERMANY						
Residence:	ROMERSTRASSE 17, D-722	218 GULTLING	GEN, GERM	ANY			
Post Office Address:							
Inventor's Signature		Date					
Full Name of # 4 joint inventor	r:		Citizenship:				
Residence:							
Post Office Address:							
rust Unice Address.							
Inventor's Signature		Date					
Full Name of # 5 joint invento	or:		Citizenship	:			
Residence:							
Post Office Address:							
1000 011100 71001	_						
Inventor's Signature		Date					
Full Name of # 6 joint invent	or:		Citizenship	o;			
Residence:							
Post Office Address:							
Inventor's Signature		Date					
Full Name of # 7 joint invent	tor:		Citizenshi	p:			
Residence:							
Post Office Address:							
		Date					
Inventor's Signature		Date					
			O142 1	sia.			
Full Name of # 8 joint inver	ntor:		Citizensh	nip:			
Residence:							
Post Office Address:			-				
		Date					
Inventor's Signature		Date	•				